

## Behavioral Health is Essential To Health



Prevention Works

Treatment is Effective

People Recover

## Disclaimer

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# Culture Change

**Burrell Behavioral Health  
SAMHSA PBHCI National Grantee Meeting  
June 4- 7, 2017 • Austin, TX**




## About the Presenters

**Paul Thomlinson, PhD**, Acting CEO, Burrell Behavioral Health. Oversees Research and Quality Assurance for Burrell. Thirty years professional and academic experience in behavioral healthcare.

**Matthew Stinson, MD**, Medical Director, Jordan Valley Community Health Center. Has lead the growth of integrated primary care behavioral health for the organization's seven locations.

**Sara Rutan, MSW, LCSW**, Integrated Clinic Project Director, Burrell. Experience in mental health care and physical health populations (HIV population, addressing health behaviors in primary care setting).



## Burrell Behavioral Health

- **CMHC providing behavioral health and recovery services in southwest and central Missouri**
- **Services include:**
  - Outpatient therapy
  - Autism services
  - Developmental services
  - Case management
  - Psychiatry
  - Psychological evaluation
  - Residential/housing services



## History with Models of Integration

- NOAH Project
- Jordan Valley/Transitions Clinic
- HRSA Integration Demonstration



## Barriers and Successes

- **Barriers and successes**
  - Limited change to accommodate differing cultures
  - Resistance to integrate health and mental health together (providers, staff)
  - Clients found benefit, less barriers to care
- **Success of behavioral health in primary care and evolution to PBHCI**
  - Better administrative buy in
  - Time taken in staff selection
  - Behavioral health provider worked alongside primary care provider



## Partnering Commitment

- **Commitment needed for success in partnered service delivery**
  - Regular and continuous meetings at administrative level
  - Willingness to find compromise and develop new processes
  - Gathering feedback from staff to inform further processes
  - Having a common mission with partners



## Jordan Valley Community Health Center

- **FQHC serving southwest Missouri with seven clinic locations providing services including:**
  - family and pediatric medicine
  - obstetric and prenatal care
  - outpatient procedures
  - dental, vision, physical therapy
  - behavioral health care
  - express care



## History of Models of Integration

- **Jordan Valley's experience in integrated models of care**
  - *Embedding behavioral health into primary care services*



## Moving from Co-located to Integrated

### Creating a cohesive experience for the consumer

- One intake process
- Joint consent form
- Primary care and behavioral health in the same visit
- Brief therapeutic intervention (15-20 min)
  - Mental health, health behavior, addiction intervention
- Curbside consult between providers
- Physical and mental health combined treatment



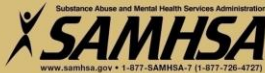
## Work Behind the Scenes

- Regular meetings to review flow
- Redesign of paperwork to capture primary care and behavioral health
- Learning the lingo and difference of treatment modalities between primary care and mental health care
- Staffing the right people-flexible and willing to try new modalities, team oriented



## Work Behind the Scenes Cont.

- Primary care and behavioral health provided in similar flow and schedule
- Behavioral health delivered in exam room
- Primary care access to psychiatry consultation to bridge care
- Team consultation to review difficult cases



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## Cross-Pollination: Spreading the seeds of an integrated care culture

Community Health Resources  
SAMHSA PBHCI National Grantee Meeting  
June 4- 7, 2017 • Austin, TX



## About the Presenters

### Jaquell Patterson, ND, MBA: VP Operations at CHR

- 10 years of healthcare leadership experience, 5 years leadership experience at FQHCs
- Served on Provider Advisory Council for CT Person Centered Medical Home
- Chair's DMHAS Integrative Medicine Training Committee
- Serves on State Innovation Model Taskforce
- President-Elect for American Association of Naturopathic Physicians

### Courtney Sheehan, LPC: Senior Program Director at CHR

- Leads integrated care efforts for PBHCI grant and Behavioral Health Home
- Over 20 years experience in mental health, substance use and psychiatric crises work
- Avid distance runner and guide for Achilles International

### Peggy Winsman, LCSW: Clinical Program Director for Whole Health Program

- Over 30 years of experience in mental health.
- Certified personal trainer and instructor for YMCA spinning and boot camp classes
- Certified acupuncture detoxification specialist through NADA
- Lead agency's collaboration with American Heart Association





## Spreading the Seeds



## It Starts from the Top

- CHR embarked on agency wide integrated care projects/initiatives.
- Key priority goal for CHR's strategic plan.
- CEO, Heather Gates, instrumental in development of Behavioral Health Home model in Connecticut.
- Simultaneous employee efforts: Wellness Committee, Annual 5K, fitness/wellness rooms, mindfulness line, and participation in integrative medicine collaborative.



## Planting the Seed



## Training

- **Development of shared training in psychiatric, physical health and integrative approaches.**
- **Initial collaboration with Medical Director and PCP consultant for integrated care team.**
- **Evolved to integrated care training in Adult and Child programs.**
- **Positive feedback = monthly training on physiology, related health conditions and treatment of such, in addition to alternative approaches e.g. spirituality, mindfulness, nutrition and acupuncture.**



# Training Series Flyer

## Integrated Care Training Series 2017

Location: 444 Center Street, Manchester



January 19 <sup>th</sup> 1-3pm	Intro./Health Maintenance
February 13 <sup>th</sup> 12-2pm	Universal Precautions
March 13 <sup>th</sup> 12-2pm	Chronic Pain
April 10 <sup>th</sup> 12-2pm	Heart Health/Hypertension
May 8 <sup>th</sup> 12-2pm	Pharm: Anti-hypertensive
June 19 <sup>th</sup> 12-2pm	Pulmonary Health
July 17 <sup>th</sup> 12-2pm	Pharm: Rx for Asthma/COPD
August 14 <sup>th</sup> 12-2pm	Nervous System
Sept. 11 <sup>th</sup> 12-2pm	Endocrine System
October 23 <sup>rd</sup> 12-2pm	Pharm: Rx for Diabetes
November 20 <sup>th</sup> 12-2pm	Gastrointestinal System
December 18 <sup>th</sup> 12-2pm	Musculoskeletal System



# Collaboration



## PBHIC Partnership

- Partnership with a FQHC, First Choice Health Centers, Inc., at our Manchester location.
- Initially provided medical care 4 hours per week to CHR clients.
- Currently have on-site fully running operational license at CHR's largest outpatient clinic.
- Operational processes have been developed and integrated collaboration between team members.



## Growth and Expansion



## Expanded Integrated Partners and Efforts

- Bi-directional provision of primary care services and behavioral health services with First Choice Health Centers, Inc.
- Subcontracting relationship with Charter Oak Health Center, Inc. in Hartford for behavioral health and substance use.
- Satellite child behavioral health services for ProHealth Physicians.
- Development of integrated site with Charter Oak Health Center at our new Bloomfield location.

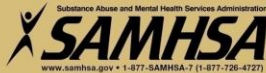


## KEY TAKE AWAYS



# Key Take-Aways

- Importance of high level leadership commitment.
- Identifying cross-disciplinary training opportunities.
- Staff opportunities to put integrated care concepts into practice with targeted interventions for client care.
- Provide alternative ways to engage (e.g. fitness facility, acupuncture, nutrition)
- Hiring the right people for integrated care team and expanding your vision and hiring pool of candidates.



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